

FIG. 2

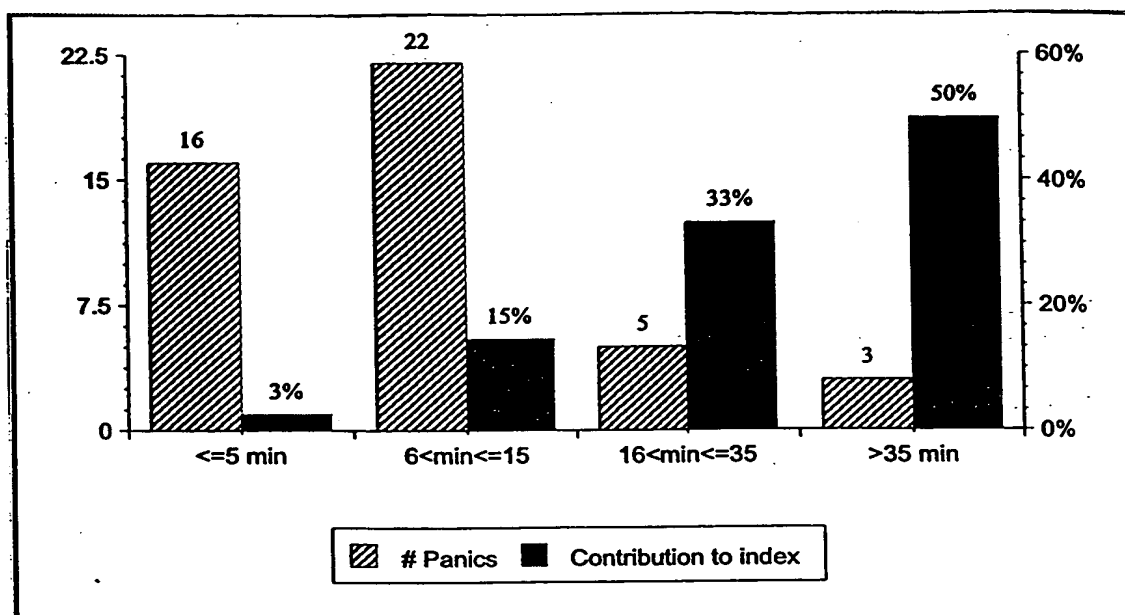


FIG. 4A

Server population:	128				
Category:	<=5 min	6<min<=15	16<min<=35	>35 min	Total
# Panics	16	22	5	3	46
Panics/Machine:	0.12500	0.17188	0.03906	0.02344	0.35938
Relative Weight:	100	400	4000	10000	
Server Panic Index:	12.50	68.75	156.25	234.38	472
Contribution to index	2.65%	14.57%	33.11%	49.67%	100.00%
Target improvement:	20%				
Target index:	377.5				

FIG. 4B